



Network Health Plan – Fox Valley
 1570 Midway Place
 P.O. Box 120
 Menasha, WI 54952
 Phone: (920) 720-1300 (800) 826-0940
 Fax: (920) 720-1900
 Website : www.networkhealth.com

Type of Plan..... Health Maintenance Organization
 Total Number of Members 78261
 Years of Operating Experience 20
 Total Number of Primary Care Physicians (PCPs)..... 224
 Percentage of PCPs Accepting New Patients..... 87%
 Percentage of Board Certified Specialty Care Physicians 74%
 Number of Urgent Care Facilities 14
 Number of DentistsNo Routine Dental Coverage

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	If your Primary Care Physician determines that a Specialist is needed, the Primary Care Physician will provide a verbal referral to see a NHP Specialist. In some cases, prior-authorization approval will be required from NHP. Your Primary Care Physician will coordinate this process with NHP. Please note that there are a few exceptions. An authorization/referral is not required to see another participating Primary Care Physician who is on call for your Primary Care Physician, a participating OB/GYN, Chiropractor, or an Ophthalmologist/Optomestrist for routine eye exams only. Pay careful attention of the period of time during which the prior authorization is effective and/or the number of visits that have been authorized.
Medicare Claims Procedure	When Medicare is the primary payer of medical claims, the claim is first processed by Medicare. When the explanation of benefits is received, the subscriber will need to forward the explanation of benefits to NHP for processing of copays, deductibles, or services not covered by Medicare per the NHP plan provisions as outlined by ETF.
Prescription Drug Policy	NHP has a preferred drug list which identifies over 900 medications preferred by physicians, however, the physicians have the flexibility to choose prescriptions not listed on the formulary when medically necessary. To receive a copy of the preferred drug list, contact NHP Customer Service department at (800) 826-0940. NHP will provide members with identification cards to present to participating pharmacies to obtain prescriptions minus the applicable copayments.
Dispensing Policy	Prescription drugs are dispensed in quantities of 30-day supplies. Birth control pills can be dispensed in a 3-month supply for 3 copayments.
Mail Order	Not available.
Disposable Diabetic Supplies Procedure	Diabetic supplies may be purchased from either a Plan pharmacy or a durable medical equipment provider. You will be responsible to pay 20% coinsurance at the time of purchase.
Outpatient Mental Health Network/Policy	To access mental health and substance abuse services you must contact United Behavioral Health for authorization. The toll free number is 1-877-683-8544.
24-Hour Nurse Line	NHP-Fox Valley provides NurseDirect which is a free 24-hour health advice call-in service. NurseDirect. provides up-to-date information on NHP physicians, including office hours and locations. They provide nurse advice and assessment for illnesses, injuries and other health concerns. NurseDirect can be reached at (920) 738-2230 or (800) 362-9900.

ADDITIONAL INFORMATION

PCP Restrictions	When you become an NHP member, you will choose a participating primary care physician for each family member. Your primary care physician coordinates all your health care needs. You may choose a family practice, general practice, internal medicine, pediatrician physician or an Allied Health professional. You can change your primary care physician at any time. Whenever you or a family member need care, your PCP should be contacted. He or she will discuss the best course of treatment, including whether or not to refer you to a Network-participating specialist.
Dental Benefits Provided	No routine dental coverage offered.
Quality Improvements Initiative	<ul style="list-style-type: none"> • Increase the percent of members with diabetes who have routine kidney monitoring. • Increase the percent of members with high blood pressure who are controlled. • Increase the medication compliance rate in members with depression. • Increase the medication compliance rate in members with asthma. • Improve member satisfaction with the health plan.

Counties in Service Area	Hospitals in County	Major Providers in County*
Calumet	Calumet Medical Center	To find out if your physician or hospital is a participating provider, either check your Provider Directory or call Customer Service at (800) 826-0940.
Fond du Lac	Ripon Medical Center	
Green Lake	Berlin Memorial Hospital	
Outagamie	St. Elizabeth Hospital	
Sheboygan	St. Nicholas Hospital	
Waushara	Wild Rose Community Memorial Hospital	
Waupaca	Riverside Medical Center	
Winnebago	Mercy Medical Center	

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.